

RESNET® Quality Assurance Compliance Specialist

Job Description

Position Summary

The Quality Assurance Compliance Specialist at RESNET® implements key elements of RESNET's Quality Assurance Program by performing expert-level quality assurance assessments of HERS® rated homes and dwelling units to ensure the practices in the field follow RESNET standards. Working closely with RESNET's other Quality Assurance Team Members, the incumbent in this position will interface with builder personnel, contractors, and raters and play an active role in identifying and developing a plan to resolve compliance issues identified in the field. The Quality Assurance Compliance Specialist is responsible for building trusted relationships with third parties and maintaining a depth of knowledge of RESNET standards, federal program requirements and residential construction practices. The Quality Assurance Compliance Specialist reports to the RESNET Managing Director of Quality Assurance.

Experience, Education, and Skills

REQUIRED:

- Minimum of 5 years of experience as a HERS Rater or Rating Field Inspector (RFI) or equivalent.
- Minimum of 3 years of experience as a certified RESNET Quality Assurance Designee (QAD) or equivalent.
- Demonstrated track record of working with the tools associated with the rating community.
- Experience conducting comprehensive technical field audits or investigations.
- Demonstrated track record of working both independently and in a team environment.
- Strong cross-functional collaboration and consensus-building skills.
- Experience working onsite with contractors (HVAC, plumbing, electrical, insulation, etc.).
- Working knowledge of OSHA job site safety rules and testing and measurement tools described in ANSI 380-2019.
- Experience working on multifamily projects within the residential construction industry.
- The ability to discern between high and unacceptable work quality and desire to conform to high-quality standards.
- Excellent organizational, planning, and written and verbal communication skills.
- Attention to detail, analytical problem-solving skills, and technical orientation.
- Experience using Microsoft Office programs, including Word, Excel, and PowerPoint.
- Experience working from home or in a fully remote work environment and on job sites.
- Bachelor's degree or equivalent combination of education and experience.
- Ability to travel throughout the assigned multi-state region.
- Must have a valid state-issued Driver's License, use of a personal vehicle, and ability to meet company driving and insurance standards.
- Must have the ability to meet the physical and cognitive demands of the position as indicated in this job description with or without accommodation.

Preferred:

- Experience implementing HVAC Qi testing, inspections and modeling.
- Experience conducting blower door, duct, and ventilation airflow testing across multiple equipment types and manufacturers, including RESNET-compliant automated test procedures.
- Experience implementing RESNET Accredited Rating Provider Policies & Procedures (in addition to Quality Assurance).
- Experience implementing RESNET Sampling Protocols.
- Experience implementing energy code testing and performance modeling.
- 1+ years of experience using a second RESNET-accredited energy modeling software.
- Familiarity with the International Energy Conservation Code.

Position Functions and Duties

1. Monitor compliance with RESNET standards by RESNET Provider and their QADs by conducting assessments remotely and onsite as needed.
2. Assist RESNET Quality Assurance Project Managers as needed, which can include but is not limited to the following:
 - a. Conduct in-depth, onsite investigations of compliance and ethics complaints; convey findings to the Project Manager and offer recommendations to the RESNET Managing Director of Quality Assurance for correcting any deficiencies.
 - b. Investigate anomalies and results collected by evaluating ratings as directed by Quality Assurance Team managers. Determine appropriate action to address any deficiencies.
 - c. Prepare and provide written reports and photo documentation supporting compliance and ethics investigations.
 - d. Provide field support and regular communications to RESNET QADs/Quality Assurance Contractors and Builders.
3. Provide regular summary reports to the Managing Director about field activities, meetings, and regional developments.
4. Notify the Managing Director of Quality Assurance when field training is needed and conduct field training with RESNET QADs/Quality Assurance Contractors. Document all training, including but not limited to what was covered, who participated, and the date and time for the training.
5. Provide technical support to RESNET QADs / Quality Assurance Contractors.
6. Conduct field visits and onsite quality assurance monitoring at the request of authorized stakeholders (e.g., builders, utility program implementers, homeowners, etc.).
7. Strengthen RESNET's regional presence and enhance the Quality Assurance Team's knowledge of regional codes, utility programs, and building practices by attending regional meetings and forming working relationships with key stakeholders at the state and local level.
8. Perform file Quality Assurance reviews in accordance with RESNET's MINHERS Chapter 9 and Federal Program Home Certification Organization (HCO) Agreements.

9. Assist the RESNET Quality Assurance Team’s efforts to improve RESNET Standards by participating in assigned SDC meetings and drafting amendments/comments as directed.
10. Assist the Quality Assurance Field Specialist with formal training of QADs.
11. Provide support to users of the RESNET QA® app.
12. Stay abreast of current industry trends and regulations, technical data, new standards, new equipment, and audit practices. Offer recommendations for enhancing RESNET practices and requirements related to quality assurance and RESNET Standards.
13. Assist other RESNET Quality Assurance Team members with administrative duties related to the implementation of RESNET’s QA Programs as assigned.
 - a. In addition to regional responsibilities, each Compliance Specialist may be assigned one or more specialty focus areas. Examples of focus areas include but are not limited to:
 - i. Exam development
 - ii. Data analytics monitoring and reporting
 - iii. Training Provider curriculum review
 - iv. Trainer of Artificial Intelligence (AI) tools
14. Perform other duties as assigned.

Typical Working Conditions

This position requires constant contact with contractors, vendors, and other members of the project team. Approximately 75% of the work time will be spent in the incumbent’s remote-work office, with the balance being conducted in the field on jobsites and at RESNET QAD/Quality Assurance Contractor and Builder offices, at live meetings or conferences, etc. Some of these activities will require overnight travel. When working in the field, the incumbent is exposed to various outdoor weather conditions.

This position requires full-time hours (40 per week) Monday through Friday. Occasional weekend and evening work is required when attending offsite meetings and conferences. Regular punctual attendance is required.

Equipment, Tools, and Machines

Must possess working knowledge of office machines and equipment, including but not limited to laptop or desktop computers and related software and applications, tablets, phones, printers, scanners, and other general office equipment. Must possess working knowledge of and ability to utilize testing and measurement tools described in ANSI 380-2019.

Typical Physical and Cognitive Demands

Requirements and Frequency		
Occasional Demands (1-33% of the time weekly)	Frequent Demands (34-66% of the time weekly)	Constant Demands (67-100% of the time weekly)
Written Communication	Hand-eye coordination	Hearing
	Grasping	Standing

	Reading and comprehending	Oral communication
	Reaching	Walking, often on uneven surfaces
	Sitting	Mental alertness
	Focus for extended periods	Visual acuity
	Decision-making	Crouching and bending
	Driving	
	Ascending/descending ladders and stairs	
	Lifting and/or carrying equipment (up to 50 lbs.)	

This description may not be all-inclusive and is subject to change at any time. Job duties may be modified whenever deemed appropriate by RESNET®. All employees are expected to perform duties as assigned and directed by management. Employment at RESNET® is at will. This position description is not intended, nor should it be construed, to modify this employment-at-will relationship.

When applicable, RESNET® will consider and provide reasonable accommodations to the known physical or mental limitations of an otherwise qualified individual with a disability and to the known limitations of a qualified individual related to, affected by, or arising out of pregnancy, childbirth, or related medical conditions, unless providing the accommodation would impose an undue hardship on the operation of the business.